

CSHCS ALERT #14-2015 - Authorization of Providers for Hearing Loss
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Dear Colleagues,

Most of you are aware that we are having problems with keeping Hearing/Hearing Aid providers as CSHCS providers. One of the problems is not getting all of the providers authorized at the time of initial or renewal of coverage. We can reduce some of the frustration for these providers by following the actions below.

For CSHCS members who are not enrolled in a Medicaid or MICHild Health Plan, the local CSHCS office needs to request authorization of all of the following providers for a client with a hearing loss diagnosis:

Ear, Nose & Throat Specialist, AND
Hearing and Speech Center, AND
Audiologist associated with the Hearing Center

When you prepare a NOA requesting authorization of one of these providers, be sure to request the other two provider types, if they are not already listed on the client file.

If the Hearing Center is within a hospital setting, the Hearing Center must be enrolled in CHAMPS with their separate NPI in order for the claims to process correctly.

For both new and renewing hearing loss cases, please review the client's providers with the family to ensure the appropriate providers are authorized. When reviewing a case, the CSHCS analyst will contact the local CSHCS office if all three of these provider types are not identified.

Thank you for your assistance in helping to maintain the provider pool for children with hearing loss.

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